



CDSS

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STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
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EDMUND G. BROWN JR.
GOVERNOR

February 13, 2018

Lori Cox, Director
Alameda County Social Services Agency
2000 San Pablo Ave., 4th Floor, Suite #445
Oakland, CA 94612

Dear Ms. Cox:

I want to take this opportunity to thank you and your staff for the cooperation and assistance provided to the reviewer from our office during the course of the Civil Rights Compliance Review of August 4-8, 2017. Enclosed is the final report on the review.

There are some compliance issues (deficiencies) identified in the report, which will require the development of a Corrective Action Plan (CAP). Please submit your CAP within 60 days of this letter. Please address each deficiency and include steps and time lines for the completion of all corrective actions and recommendations listed in the enclosed report.

Please submit your CAP in both hardcopy and, in an effort to comply with ADA website accessibility, we also require the CAP to be submitted electronically as a Word document via email at crb@dss.ca.gov.

We will provide a copy of your report to any individual who makes a valid Public Records Act (PRA) request. Our reports are considered public documents under the PRA. Once we approve your CAP, it becomes a public document as well. In addition, these documents are published on our website at <http://www.cdss.ca.gov/inforesources/Civil-Rights/Compliance-Reports-and-Corrective-Action-Plans>.

If you need technical assistance in the development of your CAP, please feel free to contact Ms. Claudia Cabrera at (916) 654-2107. You may also contact us by e-mail at crb@dss.ca.gov.

Sincerely,

Original signed by Lee Macias

LEE MACIAS, Manager
Civil Rights Unit
Family Engagement & Empowerment Division

Enclosure

c: Stephanie Barnes, Civil Rights Coordinator

Kim McCoy Wade, Chief
CalFresh Policy Bureau

Francisco Verduzco, Chief
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**CIVIL RIGHTS COMPLIANCE REVIEW REPORT
FOR
ALAMEDA COUNTY SOCIAL SERVICES AGENCY**

**Conducted on
August 4-8, 2017**

**California Department of Social Services
Family Engagement & Empowerment Division**

Civil Rights Unit

744 P Street, M.S. 8-16-70

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Reviewer: Claudia Cabrera

TABLE OF CONTENTS

- I. INTRODUCTION**
- II. SUMMARY OF METHODOLOGY**
- III. DISSEMINATION OF INFORMATION**
- IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES**
- V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE
NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES**
- VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS**
- VII. STAFF DEVELOPMENT AND TRAINING**
- VIII. DISCRIMINATION COMPLAINT PROCEDURES**
- IX. VENDOR CONTRACTS**
- X. CALL CENTER EVALUATION**
- XI. COMMUNITY INPUT**
- XII. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL**
- XIII. CONCLUSION**

CIVIL RIGHTS COMPLIANCE REVIEW REPORT

I. INTRODUCTION

The purpose of this review by the California Department of Social Services (CDSS) Civil Rights Bureau (CRB) staff was to assess the Alameda County Social Services Agency with regard to its compliance with CDSS Manual of Policies and Procedures (MPP) Division 21 Regulations, and other applicable state and federal civil rights laws.

An on-site compliance review was conducted on August 4-8, 2017. An exit interview was held on August 8, 2017, to review the preliminary findings.

The review was conducted in the following locations:

Name of Facility	Address	Programs	Non-English languages spoken by a substantial number of clients (5% or more)
WBA-Livermore	3311 Pacific Ave, Livermore, CA	CalFresh/CalWORKs	Spanish, Cantonese, Farsi, Chinese, Vietnamese, Cambodian, Punjabi
In Home Supportive Services	6955 Foothill Blvd, Oakland, CA	IHSS/APS	Spanish, Cantonese, Farsi
Children and Family Services	1111 Jackson Street, Oakland, CA	Children's Services	Spanish, Cantonese
Enterprise Office	8477 Enterprise Way, Oakland, CA	CalFresh/CalWORKs	Spanish, Cantonese, Farsi, Chinese, Vietnamese
Program & Integrity	7751 Edgewater Drive, Oakland, CA	CalFresh Fraud	Spanish, Cantonese, Farsi, Dari and Pashtu

II. SUMMARY OF METHODOLOGY

In preparing for this review, CDSS staff completed the following tasks:

- Reviewed the **2017** Civil Rights Compliance Plan submitted by the County.
- Reviewed the civil rights discrimination complaint database for a complete listing of complaints filed against the County for the last year.
- Reviewed the previous Compliance Reviews and Corrective Action Plans submitted by the county.

Headquarters and on-site review procedures included:

- Interviews of public contact staff
- Survey of civil rights coordinator
- Survey of program managers
- Case file reviews
- Facility inspections
- Discussion with community advocate groups. In this review the following organization(s) were contacted for feedback.

Steve Weiss, Attorney
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 1735 Telegraph Ave
 Oakland, CA 94612
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Each site/program was reviewed for compliance in the following areas:

- Dissemination of Information
- Facility Accessibility for Individuals with Disabilities
- Program Accessibility for Clients with Disabilities (physical, mental, learning, visual or hearing impairment, etc.)
- Bilingual Staffing/Services for Non-English-Speaking Clients
- Documentation of Client Case Records
- Staff Development and Training
- Discrimination Complaint Procedures

Here is a summary of the sources of information used for the review:

Interviews Conducted of Public Contact Staff

Classifications	Total	Bilingual
Eligibility Workers	10	4
Children Social Workers	5	1
Adult Program Workers	3	2
Receptionist/Screeners	5	3
Total	23	10

Civil Rights Coordinator and Program Manager Surveys

Number of surveys distributed	6
Number of surveys received	9

Reviewed Case Files

English speakers' case files reviewed	5
Non-English or limited-English speakers' case files reviewed	85
Languages of clients' cases	Spanish, Cantonese, Farsi, Chinese, Vietnamese, Cambodian, Punjabi, Dari and Pashtu
Reasonable Accommodation Cases	3

Sections III through IX of this report contain specific Division 21 civil rights requirements and present field review findings regarding the county's compliance with each requirement. The report format first summarizes each requirement, then the actual review team findings, including appropriate comparisons. This format is an effort to validate the application of policies and procedures contained in the annual plan. Required corrective actions are stated at the end of each section.

Section X evaluates the county's Call/Service Centers services provided to non-English speaking clients and clients with a disability.

Section XI reviews the county's compliance plan, and provides either approval of the plan as submitted, or lays out additional information to be submitted to gain approval.

Section XII highlights issues pointed out by Community Input and summarizes Reviewer Observations.

Section XIII of the report is reserved for a declaration of overall compliance.

III. DISSEMINATION OF INFORMATION

Counties are required to disseminate information about program or program changes and about how applicants and recipients are protected by the CDSS regulations (Division 21). This dissemination should occur through outreach and information to all applicants, recipients, community organizations, and other interested persons, including non- and limited-English speakers and those with impaired hearing or vision or other disabling conditions.

A. Findings

Access to Services, Information and Outreach	Yes	No	Comments
Does the county accommodate clients by flexing/extending their hours or allowing applications to be mailed in?	Yes		Alameda County can accommodate clients by flexing their office hours and by allowing clients to mail in or submit their applications online.
Can clients, including those with disabilities, access services when unable to go to the office?	Yes		Clients can access services online or call the customer service line.
Does the county ensure the awareness of available services for individuals in remote areas?	Yes		County information is available on Alameda's website; clients can access satellite offices; get county information at community forums or community events.

Signage, posters, pamphlets	Yes	No	Comments
Does the county use the CDSS pamphlet "Your Rights Under California Welfare Programs" (Pub 13 – 8/16)?	Yes		Alameda County provide clients with a PUB 13 with an application packet, at initial intake or annual re-certification.
Is the pamphlet distributed and explained to each client at intake and re-certification?	Yes		
Is the current version of Pub 13 available in Arabic, Armenian Cambodian, Chinese, English, Farsi Hmong, Japanese, Korean, Lao Mien, Portuguese, Punjabi, Russian Spanish, Tagalog, Ukrainian, and Vietnamese?	Yes		
Is the Pub 13 available in large print (English and Spanish), CD, and Braille?		No	The Livermore office and Children's Services office did not have any large print pamphlets available. The IHSS office did not have the audio PUB 13s.

Signage, posters, pamphlets	Yes	No	Comments
			The Enterprise office location had outdated copies of the large print pamphlets.
Were the current versions of the required posters present in the lobbies?	Yes		The Enterprise office location did have the PUB 86 poster available but it was not prominently displayed for the public in a visible area.
Were there instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking clients translated into appropriate languages?	Yes		

B. Corrective Actions

Informational Element	Corrective Action Required
Auxiliary aids	Alameda County shall ensure the availability of large print, Braille, and auditory aids for participants in all of the programs for which CDSS has oversight responsibility. Div. 21-115.4
Posters	Alameda County shall ensure that the most current version of posters on nondiscrimination provided by CDSS and USDA are prominently displayed in all waiting areas and reception rooms. Div. 21-107.211

C. Recommendation

The county is required to use the latest version of each of the referenced documents. For your information, the most recent version for each of the above referenced documents is:

Pub 13	"Your Rights under California Welfare Programs"	08/16
Pub 86	"Everyone is Different, but Equal Under the Law"	03/07
Form AD 475B	"And Justice for All"	12/99

Contact the Civil Rights Bureau to receive the most recent versions, or download the Pub 13 from the CRB website <http://www.cdss.ca.gov/inforesources/Civil-Rights/Your-Rights-Under-California-Welfare-Programs>.

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

The Americans with Disabilities Act (ADA) requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. The goal is to afford every individual the opportunity to benefit from the services available. The federal regulations require that architectural and communication barriers that are structural must be removed in public areas of existing facilities when their removal is readily achievable; in other words, easily accomplished and able to be carried out without much difficulty or expense.

The facility review is based on four priorities supported by the ADA regulations for planning achievable barrier removal projects. The priorities include ensuring accessible approach and entrance to the facility, access to goods and services, access to restrooms, and any other measures necessary.

Note that the references to the Americans with Disabilities Act Accessibility Guidelines (ADAAG) in the Corrective Action column refer to the federal Standards for Design. Title 24 of California Code and Regulations (T24 CCR) is also cited because there are instances when California state law is stricter than ADAAG specifications.

The county must ensure that programs and activities are readily accessible to individuals with disabilities. This includes building accessibility and availability of accessible parking as well as accessibility of public telephones and restrooms.

Regulations cited are from the Title 24, California Code of Regulations (T24 CCR) and ADAAG.

A. Findings and Corrective Actions

1. Facility Location: 3311 Pacific Ave, Livermore, CA

Facility Element	Findings	Corrective Action
Parking	The accessible parking spaces are not located on the shortest accessible route from parking to an accessible entrance.	Parking spaces complying with the requirements of this section that serve a particular building or facility shall be located on the shortest accessible route from parking to an entrance complying with "Entrances" heading in Section 5, Accessible Routes - Scoping Requirements. (CA T24 11B-208.3.1) (ADA 208.3.1) pg. 162

Facility Element	Findings	Corrective Action
Parking	Current elevated ramp that connects to the access aisle protrudes into vehicular traffic lanes and does not meet accessible requirements.	Access aisles shall not overlap the vehicular way. (CA T24 11B-502.3.4) (ADA 502.3.4) pg. 167 Curb ramps and the flared sides of curb ramps shall be located so that they do not project into vehicular traffic lanes, parking spaces or parking access aisles. Fig. 5 (CA T24 11B-406.5.1) (ADA 406.5) pg. 193
Outside signage	There is no directional signage informing clients of the accessible main entrance.	Directional signs complying with "Visual Characters" heading in Section 63 (11B-703.5), Signs & Identification, including the International Symbol of Accessibility complying with "International Symbol of Accessibility" heading in Section 63 (11B-703.7.2.1), Signs & Identification, indicating the accessible route to the nearest accessible entrance shall be provided at junctions when the accessible route diverges from the regular circulation path. (CA T24 11B-216.6) pg. 35 Visual characters shall be 40" min. above the finish floor or ground. (CA T24 11B-703.5.6) (ADA 703.5.6) pg. 449

2. Facility Location: 6955 Foothill Blvd, Oakland, CA

Facility Element	Findings	Corrective Action
Exterior entrance	There is no directional signage within the mall identifying the location of the office building suite.	Directional signs complying with "Visual Characters" heading in Section 63 (11B-703.5), Signs & Identification,

Facility Element	Findings	Corrective Action
		<p>including the International Symbol of Accessibility complying with “International Symbol of Accessibility” heading in Section 63 (11B-703.7.2.1), Signs & Identification, indicating the accessible route to the nearest accessible entrance shall be provided at junctions when the accessible route diverges from the regular circulation path. (CA T24 11B-216.6) pg. 35</p> <p>Visual characters shall be 40” min. above the finish floor or ground. (CA T24 11B-703.5.6) (ADA 703.5.6) pg. 449</p>
Outside signage	There is no ISA sign.	<p>Pictograms and their field shall have a non-glare finish. (CA T24 11B-703.6.2) (ADA 703.6.2) pg. 450</p> <p>Pictograms shall contrast with their field with either a light pictogram on a dark field or a dark pictogram on a light field. (CA T24 11B-703.6.2) (ADA 703.6.2) pg. 45</p>
Client lobby	Directional and informational signage were not posted in threshold language.	<p>All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants/recipients may request aid or services in their primary language. (Div. 21-107.212)</p>
Restroom	Both the men’s and women’s accessible	<p>The symbol shall be mounted at 58” min. and 60” max. above the finish floor or ground</p>

Facility Element	Findings	Corrective Action
	signage on the restroom door are low at 54 inches.	<p>surface measured from the centerline of the symbol. (CA T24 11B-703.7.2.6) pg. 376</p> <p>Where a door is provided the symbol shall be mounted within 1" of the vertical centerline of the door. (CA T24 11B-703.7.2.6) pg. 376</p>

3. Facility Location: 1111 Jackson Street, Oakland, CA

Facility Element	Findings	Corrective Action
Restroom	Both the men's and women's accessible signage on the restroom wall in the first floor lobby are low at 55 inches.	<p>The symbol shall be mounted at 58" min. and 60" max. above the finish floor or ground surface measured from the centerline of the symbol. (CA T24 11B-703.7.2.6) pg. 376</p> <p>Where a door is provided the symbol shall be mounted within 1" of the vertical centerline of the door. (CA T24 11B-703.7.2.6) pg. 376</p>

4. Facility Location: 8477 Enterprise Way, Oakland, CA

Facility Element	Findings	Corrective Action
Parking	The words "no parking" in access aisle are faded.	<p>The words "NO PARKING" shall be painted on the surface each access aisle. (CA T24 11B-502.3.3) pg. 166</p> <p>This notice shall be painted in white letters a min. of 12" in height and located to be visible from the adjacent vehicular way. (CA 11B-502.3.3) pg. 166</p>

Facility Element	Findings	Corrective Action
Men's Restroom	Wall sign on the men's restroom door is high at 61 inches.	The symbol shall be mounted at 58" min. and 60" max. above the finish floor or ground surface measured from the centerline of the symbol. (CA T24 11B-703.7.2.6) pg. 376
Men's Restroom	There is no adequate turning space.	<p>Clearance around a water closet shall be 60" min. measured perpendicular from the side wall and 56" min. measured perpendicular from the rear wall. (CA T24 11B-604.3.1) (ADA 604.3.1) pg. 401</p> <p>A min. 60" wide and 48" deep maneuvering space shall be provided in front of the water closet. (CA T24 11B-604.3.1) (ADA 604.3.1) pg. 401</p>
Men's Restroom	Accessible urinal is high at 19 inches.	<p>Urinals shall be the stall-type or the wall-hung type with the rim 17" max. above the finish floor or ground. (CA T24 11B-605.2) (ADA 605.2) pg. 407</p> <p>Urinals shall be 13½" deep min. measured from the outer face of the urinal rim to the back of the fixture. (CA T24 11B-605.2) (ADA 605.2) pg. 407</p>
Men's Restroom	The baby changing table obstructs the space in front of the urinal.	<p>A clear floor or ground space positioned for forward approach shall be provided. (CA T24 11B-605.3) (ADA 605.3) pg. 407</p> <p>The clear floor or ground space shall be 30" min. x 48" min. (CA T24 11B-305.3) pg. 407</p>

Facility Element	Findings	Corrective Action
Women's Restroom	Wall sign on the women's restroom wall is high at 61 inches.	The symbol shall be mounted at 58" min. and 60" max. above the finish floor or ground surface measured from the centerline of the symbol. (CA T24 11B-703.7.2.6) pg. 376
Women's Restroom	The toilet protector dispenser is high at 43 inches.	Where towel or sanitary napkins dispensers, waste receptacles, or other accessories are provided in toilet facilities, at least one of each type shall be located on an accessible route. (CA T24 11B-603.5) pg. 382 All operable parts, including coin slots, shall be 40" max. above the finish floor. (CA T24 11B-603.5) pg. 382

5. Facility Location: 7751 Edgewater Drive, Oakland

No facility findings. Only fraud case files reviewed.

V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES

Counties are required by Division 21 to ensure that effective bilingual/interpretive services are provided to serve the needs of the non-English-speaking population and individuals with disabilities without undue delays. Counties are required to collect data on primary language and ethnic origin of applicants/recipients (identification of primary language must be done by the applicant/recipient).

Using this information, a county may determine 1) the number of public contact staff necessary to provide bilingual services, 2) the manner in which they can best provide interpreter services without bilingual staff and 3) the language needs of individual applicants/recipients. Counties must employ an appropriate number of certified bilingual public contact employees in each program and/or location that serves a substantial number of non-English-speaking persons. In offices where bilingual staff are not required because non-English-speaking persons do not represent a substantial number, counties must provide effective bilingual services through interpreter or other means.

Counties must also provide auxiliary aids and services, including Braille material, taped text, qualified interpreters, large print materials, telecommunication devices for the deaf (TDD's), and other effective aids and services for persons with impaired hearing, speech, vision or manual skills. In addition, they must ensure that written materials be available in individuals' primary languages if the forms and materials are provided by CDSS in that language, and that information inserted in notices of action (NOA) be in the individuals' primary language.

A. Findings from Program Manager Surveys, Staff Interviews and Case File Reviews

Question	Yes	No	Comments
Does the county identify a client's language need upon first contact? How?	Yes		Clients are provided with a Language Preference Form (50-85) with an application packet, at initial intake or annual re-certification.
Does the county use a primary language form?	Yes		Alameda County uses the Language Preference Form (50-85).
Does the client self-declare on this form?	Yes		Clients self-identify their preferred written/spoken language on the 50-85 Form.
Are non-English- or limited-English-speaking clients provided bilingual services?	Yes		
After it has been determined that the client is limited-English or non-English speaking, is there a county process for procuring an interpreter?	Yes		If available, bilingual staff will interpret or staff will use Language Line Services.
Does the county have a contracted language line provider, a county interpreter list, or any other interpreter process?	Yes		Alameda County contracts with Language Line Services.
Is there a delay in providing interpretive services?		No	
Are county interpreters certified?	Yes		All bilingual staff are certified.
Does the county have adequate interpreter services?		No	Alameda County currently faces a shortage of in-person ASL interpreters.

Question	Yes	No	Comments
			Staff interviewed also indicated a shortage of certified bilingual staff. There is a need for additional bilingual staff at the customer service center to help assist in the high volume of calls and long wait times. Please see section X Call Center.
Does the county allow minors to be interpreters? If so, under what circumstances?	Yes		Minor interpreters are only allowed in an emergency situation or to help identify client's language.
Does the county allow the client to provide his or her own interpreter?	Yes		
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?		No	
Does the county use a Release of Confidentiality Information form for client-provided interpreters?		No	Several staff interviewed stated they do not use a release of confidentiality form for client-provided interpreters.
If there is not a Release of Confidentiality Information form, how and where is the client-provided interpreter documented?		No	
Does the county use the CDSS-translated forms in the clients' primary languages?	Yes		
Is the information that is to be inserted into NOA translated into the client's primary language?		No	
If language to be inserted into NOA is not available, is there a procedure to ensure information translated to client's primary language?		No	Several of the cases reviewed had copies of NOAs in English and not in the client's primary language as specified by the client.

Question	Yes	No	Comments
Does the county provide auxiliary aids and services, TDDs and other effective aids and services for persons with impaired hearing, speech, vision or manual skills, including Braille material, taped text, large print materials (besides the Pub 13)?	Yes		
Does the county identify a client with a disability (physical, mental, or learning)?		No	Disability is identified by self-disclosure by client only.
Does the county assist clients with self-identifying a disability?		No	
Does the county have a policy and procedure in place for assisting clients with a disability (physical, mental, or learning)?		No	Alameda County is currently working on the development of a reasonable accommodations policy.
Does the county offer reasonable accommodations to clients with a disability (physical, mental, or learning)?		No	Alameda County is currently working on the development of a reasonable accommodations policy.
Does the county identify and assist the client who has learning disabilities or a client who cannot read or write?	Yes		
Does the county offer a screening for learning disabilities?	Yes		Screening for learning disabilities is offered only for WTW clients.
Is there an established process for offering a screening?	Yes		
Is the client identified as having a learning disability referred for an evaluation?	Yes		Clients are referred for further evaluation.

B. Corrective Actions

Area of Findings	Corrective Actions
Bilingual Staff	Alameda County shall ensure that a sufficient number of qualified bilingual employees shall be assigned to positions and locations serving a substantial number of non-English-speaking persons. Div. 21-115.1

Area of Findings	Corrective Actions
Effective Services	Alameda County must develop and implement a policy that identifies the process to ensure effective services to applicants and recipients who are non-English speaking or who have disabilities. Div. 21-115
Use of Minors	Alameda County shall only allow the use of a minor (under the age of 18 years) to temporarily act as an interpreter under extenuating circumstances or at the specific request of the applicant/recipient. Div. 21-115.16
Interpretive Services and Accessibility	Alameda County shall ensure that administrative practices do not have the effect of denying non-English speaking persons and individuals with disabilities equal access to and participation in the available programs and activities. Div. 21-115.3
Notices of Action	When Alameda county uses translated forms and materials, such as notices of actions that contain spaces in which the county must insert information for the client, such information must be in the primary language of the client. Div. 21-115.2

a. Recommendation

None.

VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Counties are required to ensure that case records document applicant's/recipient's ethnic origin and primary language, the method used to provide bilingual services, information that identifies an applicant/recipient as disabled, and an applicant's/recipient's request for auxiliary aids and services.

A. Findings from Case File Reviews and Staff Interviews

How item is Documented	Adult Programs (IHSS)	CalWORKs	Non-Assistance CalFresh	Fraud	Children Services
Ethnic origin documentation	CMIPS, Application and Face sheet	CalWIN Case Summary	CalWIN Case Summary	Fraud Referral Early Detection	ER Referral Form
Method of identifying client's primary language	CMIPS Assessment Narrative	Language Preference Form 50-85	Language Preference Form 50-85	Fraud Referral Early Detection	CWS-CMS Case Narrative

How item is Documented	Adult Programs (IHSS)	CalWORKs	Non-Assistance CalFresh	Fraud	Children Services
Method of documenting client's primary language	CMIPS Assessment Narrative	Primary Language Form 50-85, CalWIN Case Summary	Primary Language Form 50-85, CalWIN Case Summary	Fraud Referral Early Detection	CWS-CMS Case Summary
Method of providing bilingual services and documentation	CMIPS Assessment Narrative	Inconsistent documentation found in several cases reviewed	Inconsistent documentation found in several cases reviewed	CalWIN Case Comments	Inconsistent documentation found in several cases reviewed
Client provided own interpreter	CMIPS Assessment Narrative	Inconsistent documentation found in several cases reviewed	Inconsistent documentation found in several cases reviewed	CalWIN Case Comments	Inconsistent documentation found in several cases reviewed
Method to inform client of potential problem using own interpreter	None found in cases reviewed	None found in cases reviewed	None found in cases reviewed	CalWIN Case Comments	None found in cases reviewed
Release of information to Interpreter	None found in cases reviewed	None found in cases reviewed	None found in cases reviewed	None found in cases reviewed	None found in cases reviewed
Individual's acceptance or refusal of written material offered in primary language	CMIPS Assessment Narrative	Language Preference Form 50-85	Language Preference Form 50-85	CalWIN Case Comments	None found in cases reviewed
Documentation of minor used as interpreter	None found in cases reviewed	None found in cases reviewed	None found in cases reviewed	None found in cases reviewed	None found in cases reviewed
Documentation of circumstances for using minor interpreter temporarily	None found in cases reviewed	None found in cases reviewed	None found in cases reviewed	None found in cases reviewed	None found in cases reviewed
Method of identifying client's disability	CMIPS Assessment Narrative	None found in cases reviewed	None found in cases reviewed	CalWIN Case Comments	None found in cases reviewed

How item is Documented	Adult Programs (IHSS)	CalWORKs	Non-Assistance CalFresh	Fraud	Children Services
Method of documenting clients' disability (physical, mental, or learning)	CMIPS Assessment Narrative	Inconsistent Documentation in CalWIN Case Comments	Inconsistent Documentation in CalWIN Case Comments	CalWIN Case Comments	CWS-CMS Case Narrative
Method of offering a reasonable accommodation to the client with disability	CMIPS Assessment Narrative	None found in cases reviewed	None found in cases reviewed	CalWIN Case Comments	None found in cases reviewed
Method of documenting clients' reasonable accommodation	CMIPS Assessment Narrative	Inconsistent Documentation in CalWIN Case Comments	Inconsistent Documentation in CalWIN Case Comments	CalWIN Case Comments	None found in cases reviewed

B. Corrective Actions

Areas of Action	Corrective Action
Documentation if client provided own interpreter	When applicants/recipients provide their own interpreter, the CWD shall ensure that the applicants/recipients are informed of the potential problems for ineffective communication. The CWD shall document in the case record that the applicants/recipients were so informed. Div. 21-116.23
Temporary use of a minor (under 18 years of age) as an interpreter	When a minor (under 18 years of age) is used as an interpreter, the CWD shall so document the circumstances requiring <u>temporary</u> use of minors in the case record. Div. 21-116.22 Only under extenuating circumstances or at the specific request of the applicant/recipient shall a CWD allow a minor (under the age of 18 years) to temporarily act as an interpreter.
Documentation of interpreter signed confidentiality statement	Consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are used as interpreters and the case record shall be so documented. Div. 21-116.24

Areas of Action	Corrective Action
Documentation that bilingual services were provided	Document the method used to provide bilingual services, e.g., assigned worker is bilingual, other bilingual employee acted as interpreter, volunteer interpreter was used, or client provided interpreter. Div. 21-116.22
Accessibility to Programs	Alameda County shall ensure that programs and activities are readily accessible to individuals with disabilities. Div. 21-111.1
Documentation of a disability	Alameda County shall ensure that case record is documented upon obtaining information that identifies an applicant/recipient as disabled. Alameda County shall document, in writing, an applicant's/recipient's request for services. Div. 21-116.3
General	Alameda County must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance. Div. 21-116

C. Corrective Action

After requesting case files from the Children's Services Emergency Response (ER) program, none were provided. Staff were not available for interviews because the program manager did not cooperate with the request. Per Division 21-103.3 "CDSS reserves the right to interview staff, review, copy or obtain all data, records, reports, case files and other materials determined necessary in the conduct of discrimination complaint investigations and/or compliance reviews involving all agencies subject to the requirements of this division." The ACSSA Children Family Services shall comply with this request.

VII. STAFF DEVELOPMENT AND TRAINING

Counties are required to provide civil rights, cultural awareness, Section 504, and ADA training for all public contact employees, including familiarization with the discrimination complaint process and all other requirements of Division 21. The training should be included in orientation, as well as the continuing training programs.

A. Findings

Interview questions	Yes	No	Comments
Are employees trained in the requirement of Section 504 and ADA?		No	

Interview questions	Yes	No	Comments
Do employees receive continued Division 21 Training?	Yes		It was identified in manager surveys that a more in-depth training would be helpful to address any civil rights concerns.
Do employees understand the county policy regarding a client's rights and procedure to follow when receiving a discrimination complaint?	Yes		
Does the county provide employees Cultural Awareness Training?	Yes		
Do the CSW's have an understanding of Multi-Ethnic Placement Act (MEPA)?	Yes		
Do the employees seem knowledgeable about the predominant cultural groups receiving services in their area?	Yes		
Does the county provide training on how to identify clients with disabilities (physical, mental & learning)?		No	
Do employees receive training on reasonable accommodation for clients with disabilities?		No	
Do the employees understand the county policy regarding a client's right to a reasonable accommodation?	Yes		

B. Corrective Actions

Training Area	Corrective Action
Division 21, Civil Rights Training	Alameda County shall ensure that employees receive Division 21 civil rights training at the time of orientation, as well as ongoing training to ensure that public contact staff has knowledge of Division 21, including familiarization with the discrimination complaint process. Div. 21-117.1
Cultural Awareness and Disability Training	Alameda County shall ensure that all public contact employees receive cultural awareness training to ensure that public contact staff has an understanding of and sensitivity to the various cultural groups including individuals with disabilities to ensure equal delivery of services in the county's population. Div. 21-117.2

VIII. DISCRIMINATION COMPLAINT PROCEDURES

Counties are required to maintain a process for addressing all complaints of discrimination. They must track complaints of discrimination through the use of a control log in which all relevant information is kept, including when the complaint was received, the name of the complainant, identifying numbers and programs, basis of discrimination, and resolution. It is usually the Civil Rights Coordinator responsibility to maintain this log.

A. Findings from Staff Interviews, Civil Rights Coordinator, and Program Manager Surveys

Interview and review areas	Yes	No	Findings
Can the employees easily identify the difference between a program, discrimination, and a personnel complaint?	Yes		
Do the employees know who the Civil Rights Coordinator is?	Yes		All staff interviewed stated Stephanie Barnes was their Civil Rights Coordinator.
Do the employees know the location of the Civil Rights poster "Everyone is Equal... (Pub 86)" with information as to how and where the clients can file a discrimination complaint?	Yes		
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	Yes		

B. Corrective Action

None.

IX. VENDOR CONTRACTS

Counties are required to ensure contracted services with contractors, vendors, consultants, and other providers of service, who receive state or federal assistance, include the assurance of compliance agreement.

A. Contracts Review

Number of Contracts Reviewed	10
Number of Contracts w/Assurance of Compliance Agreement	10

X. CALL CENTER EVALUATION

County Call/Service Centers are evaluated to ensure services provided are nondiscriminatory toward non-English speaking clients and clients with a disability (physical, mental, or learning).

A. Findings from Call/Service Center site visit and interviews.

Question	Yes	No	Comments
Does the county have a Call Center/Service Center?	Yes		
Is the Call Center/Service Center publicly accessible to clients?		No	
Does the Call Center/Service Center answer calls for the entire county, by district, or regional office?	Yes		
Does the Call/Service Center have an Interactive Voice Response system?	Yes		
If so, does the Interactive Voice Response system have language options for all county threshold languages?	Yes		
Does the Interactive Voice Response system have an option to request free interpretive services?	Yes		
Is the Call/Service Center accessible to clients with a disability (hearing impaired, physical, mental, or learning)?	Yes		
Does the Call/Service Center accommodate clients with a disability (physical, mental, or learning)?	Yes		
Are the Call/Service Center calls monitored for quality assurance?	Yes		Managers supervising the call center stated they will occasionally tap into a call only if they hear the worker is on a difficult call.
Does the Call/Service Center staff provide services to client's individual case?	Yes		Staff have full access to CalWIN case info.

B. Observation

During the reviewers site visit of the Customer Call Center, there was a que of 40 callers on hold waiting to be assisted by a worker. Callers waited a minimum of 30 minutes before being assisted. Please refer to section V findings for reference.

XI. COMMUNITY INPUT

As a part of this review, and as noted in Section II, feedback was sought from community and advocate groups. The following summarizes their observations, and will provide issues that the county management team can address to improve their operations from a civil rights perspective.

A. Major observations include:

Bay Area Legal Aid

1. ACSSA's Customer Call Center is understaffed, there's not sufficient language access, clients are unable to reach a worker when calling this number, difficult to get a hold of a live-person due to automation and it seems like messages are never checked;
2. Client complaints regarding accommodations not being provided;
3. Client complaints regarding denial of benefits possibly due to their national origin;
4. Client complaints of not getting notified of benefits denial via NOA, instead getting verbal denials from workers;
5. Edgewater Office location is not accessible for clients with a disability who are being investigated for fraud and asked to come to the office for an interview appointment.

Refugee Health Screening Coordinator

1. Clients are called for CalFresh interview and when they request an interpreter in Mam, no interpreter provided. Clients are told they will be called back with an interpreter but workers do not schedule the interview with clients and a Mam interpreter, causing clients to receive notices of denial for failure to complete the interview.

XII. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL

The Alameda County Social Services Agency Civil Rights Compliance Plan for the period July 1, 2017-June 30, 2018 was received in our office. Thank you for submitting your agency's Civil Rights Compliance Plan. Before approval, however, we are requesting the following augmentations to your plan:

1. **Section V. Services to Non-English-Speaking, Limited-English-Proficient and Disabled Applicants/Recipients** - Provide ACSSA's final policy and procedure to identify a client's disability (physical or mental) and how to provide a reasonable accommodation. **Repeat Finding.**

Please submit these items with your corrective action plan for this review.

XIII. CONCLUSION

The CDSS reviewer found the Alameda County Social Services Agency staff warm, welcoming, informative and very supportive. Particular thanks to Stephanie Barnes, Civil Rights Coordinator, for organizing the details of the review. In each District Office, staff were very helpful with the facility reviews, case reviews, and computer assistance.

The CDSS found the Alameda County Social Services Agency in partial compliance with CDSS Division 21 Regulations, and other applicable state and federal laws. County staff continues to reflect a commitment similar to that expressed by management with respect to ensuring access, assistance, and compliance.

The Alameda County Social Services Agency must remedy the deficiencies identified in this report by taking corrective actions. A corrective action plan must be received by CDSS within 60 days of the date of the cover letter to this report; and the plan must include a schedule of all actions that will be taken to correct the deficiencies, and an indication of who will be responsible for implementing the corrective action.

It is our intent that this report be used to create a positive interaction between the county and CDSS in identifying and correcting compliance violations and to provide the county with an opportunity to implement corrective action to achieve compliance with Division 21 regulations. Civil Rights staff is available to provide technical assistance as requested.